

# An Advocate at Intake

Josette Cyr is on the very front lines of supporting people with mental health and addictions at Sara Riel. As an Intake Coordinator, she's the first contact when someone takes the important step of seeking services during a difficult moment.

"I love being the person who helps others get the support that they need," Cyr explains. "I make sure the paperwork is done right away, I follow up with doctors to get what I need, but most of all, I do my best to make sure that someone doesn't wait forever just to get their application approved."

Cyr, who's been with Sara Riel for over 10 years, believes in doing this important work for a very personal reason. "I've been on the other side of this," she explains. "I've been the one who needed help with mental health supports. Sometimes when someone is struggling, I share a bit about my experience because I know it doesn't last. You can overcome, and recovery is possible."

Her lived experience makes her an empathetic resource. "I try to encourage people on the phone and let them know that they're doing great because the first step is reaching out," she continues. "I tell people that being in tune with how you're feeling in your body really helps. With my depression, if I feel things starting to slide, I say to myself, 'Come on, Josette, what do you need right now?' It's a small thing you can do to start taking better care of yourself; just being aware of what you're feeling."

As a staff member who started as a peer support worker and worked her way up to Intake Coordinator, Cyr knows that Sara Riel and its staff put their values into action every day. "The fact that I am here, doing this job, shows that we meet people where

they're at, and that includes our employees. I've worked at a lot of places in my life, but now, with these colleagues and this organization, I'm ready to park it right here until I retire!" she says with a big grin.

She also speaks about the improvements she's seen over the years in processes and programs, and that the whole organization is committed to evolving and providing even better care for their clients. "I see how hard we all work to try to give the best services that we can to people," she concludes. "I'm proud of what Sara Riel stands for and what we do. I'm so proud to say I work here."



## BY THE NUMBERS



**20,000 calls received**  
on our warm line during  
the pandemic



**786% increase in calls**  
to the warm line during the  
first year of Covid



**90% of participants**  
used coping skills learned  
during counselling during  
the pandemic



**50% increase**  
in the number of intake  
applications from 2021 to 2022

Sara Riel is a part of Réseau Compassion Network, a family of 13 health and social services agencies in Manitoba. Entrusted by pioneering women to bring together people of all faiths, traditions and cultures to serve Manitoba communities wherever the needs are the greatest, Réseau Compassion Network is proud to support this important work in our community.



## Our Mission

Our Mission is to provide those individuals with mental health and substance use/addiction challenges a safe, inclusive and engaging environment where self-determined needs are valued, and all are assisted on their path to reaching their goals.

We can achieve this through best practice by helping those we serve create a:

- Path to Self: Reconnecting an individual with the person they want to be;
- Path to Wellness: Exploring ways to successfully manage their mental and physical health;
- Path to Hope: Helping individuals to see that, despite potential barriers, their goals are achievable;
- Path to Empowerment: Developing the skills in effective problem solving and decision making.

## Vision Statement

Our Vision is for people with mental health and substance use/addiction challenges to reach their full potential mentally, physically, socially and spiritually.



## BOARD STRUCTURE & COMMITMENTS



The board meets  
10 times per year



Total time commitment:  
10 to 15 hours per month

### Network Members

Abri Marguerite | Actionmarguerite | Aulneau Renewal Centre |  
Centre de santé Saint-Boniface | Ste. Rose Health Centre | Centre Flavie |  
Youville Centre | Charités Despins | Gestion Providentia | Saint-Boniface Hospital |  
Marymount | Sara Riel | St.Amant | Winnipegosis & District Health Centre

